Office of Information Technology

NIH - Office of Director - Executive Office

Customer Service Newsletter

Summer Edition 2003

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A Word from the OIT Director & CIO-OD

As you may already know, TASC is now being referred to as the NIH Help Desk. This new name was created during the NIH IT consolidation process and will be marketed to the NIH community for tier 1 technical support. The new contact information for the NIH Help Desk (TASC) is listed below; however, all current phone numbers (i.e. 4-3278) and e-mail addresses (TASC@nih.gov) will continue to function for now. We want to give all of you a heads up so when you hear the new recordings, see the new signature lines, and so forth; you will know what's going on.

We will continue to communicate NIH IT consolidation activities as they are implemented.

New Contact Information:

Listing in the GAL – NIH Help Desk
Email – helpdesk@nih.gov
Phone number – 6-HELP (301-496-4357)
800 Number – 866-319-HELP (4357)
Website – http://support.nih.gov

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What's New in OD Technology?

A total of 1,997 mailboxes were moved from OD servers to CIT over the past 20 weeks. Users must still actively manage their mailboxes to continue to maintain them below their approved limits.

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Customer Relationship Management Team (CRM)

Life Cycle when you call the NIH Help Desk

So you're having a problem with your computer or maybe your printer just won't print?! Did you ever wonder what happens when you call the NIH Help Desk?

That friendly voice on the other end of the phone:

- Creates a Remedy troubleshooting ticket in your name

- Tracks the problem your having now in addition to any problems you've had in the past
- Attempts to solve your problem, first by triaging the problem within the NIH Help Desk
- If the problem cannot be resolved quickly, the NIH Help Desk sends the ticket to your OIT building coordinator who assigns it to an OIT Desktop Support Specialist.

The OIT Desktop Support Specialist:

- Reviews the problem and contacts you within 2 hours
- Schedules a convenient time to stop by your desk
- Fixes the problem right away, or
- If needed, consults with a Tier 3 OIT Support Specialist to fix the problem, i.e. OIT staff that work behind the scenes to keep the OD Network up and running.

The Remedy System:

- Automatically sends you an email letting you know the problem has been resolved
- Checks to see when you last received a Customer Satisfaction Survey; if you have not received a survey within the last 30 days, it will automatically send you a survey.

Now you have the survey--ever wonder why you should complete and return it?

The survey helps us find out:

- What you think about the support you are receiving from OIT.
- Where problems are, and how we can be more proactive in solving our customer issues/problems.
- What we are doing right and what needs some improvement.
- Which applications you need further training in.

We have placed a "Call Back" question on the survey, if would like to speak to someone about your ticket or just have some questions that we can answer. Once the survey has been processed, we use the results for monitoring our Service Agreement (SA) with you, our customer, as well as, to create summary reports and metrics that are shared with OD IT Committees and presented to OD organizations and employees throughout the year.

Our goal is Customer Satisfaction! If you have any questions or comments, please contact us at OITCustomerFeedback@od.nih.gov, or call Sue O'Boyle at 301-402-0688, we would be more then happy to assist you.

Survey Statistics	Apr - 03	May - 03	Jun - 03
Surveys Sent	447	460	584
Surveys Received	138	154	154
Percentage Received	33%	30%	27%
Overall Score	3.84	3.85	3.81

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Security Awareness

Security Awareness!

Just recently we wrapped up our annual security awareness training for FY03. The new computer based training was developed by CIT and each IC was responsible for administering the completion of their respective employee base. It is with great satisfaction to report that OD had over 98 percent participation in the required training. Our employees are truly the first and last line of defense in ensuring that our systems are operating at a reduced risk level and the information that we're in charge of managing is accurate, available, and confidential.

Security Awareness training helps explain the policies that are in place, and what's expected of each of us in protecting our systems. We should not take this role lightly. The applications we use everyday and the information we produce via the various systems and applications are extremely important to the NIH's overall operations. There are people who would like to gain access to information that they shouldn't see. People outside of NIH who would like to flood our network with packets that would make our systems unavailable. People who would like to use our computer resources to connect to other systems to steal information or bring other systems down. Make no mistake about what's happening; we are in the midst of cyber warfare. The defense of our systems and information starts with us--educating ourselves on what's expected is the first step; practicing good security awareness is the next.

A few things we can do to help our security posture:

- Use strong passwords, a mixture of upper, lower, alpha and numeric combination.
- Don't share your password with anyone.
- Set password protection on your screen saver after so many minutes of inactivity.
- Lock your stations with CLT/ALT/DEL when stepping away from your workstation.
- Don't readily give up system related information to people over the phone. No one from OIT will call you and ask for your user-id or password.
- The security awareness training reinforces tips such as these. It's up to us to make it work.

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Desktop Support Team

How do I Read/Write protect my Iomega® disks?

Protecting your Iomega® disks is a good way to protect your valuable data. Use the following instructions to protect your Iomega disks using the IomegaWare™ software. Iomega disks cannot be protected or unprotected using software other than IomegaWare.

Use the following instructions to protect your Iomega disk.

Windows:

A. Insert the Iomega disk you want to protect into your drive.
B. Double-click the *My Computer* icon.
C. Right-click the *drive icon* and click Protect.

If the protect option is grayed out, your disk is already protected.

D. Select Write protected or Read & Write Protected from the drop-down box.

Note: If you select Read & Write Protected you will need to supply a password. If you forget the password, the data cannot be recovered and your disk will need to be long formatted. A long format will destroy the data on your disk

E. Click *OK*.
F. Click *OK* again.

Macintosh:

A. Insert the Iomega disk you want to protect into your drive.
B. Double-click the *hard drive* icon.
C. Locate and double-click the IomegaWare folder.
D. Double-click the Tools folder and then double-click the Tools icon.
E. In the main *Tools window*, click the icon for your disk.
F. Select the *Disk Protection* tool.
G. Choose the *Protect* option.

Note: If you select Read & Write Protected you will need to supply a password. If you forget the password, the data cannot be recovered and your disk will need to be long formatted. A long format will destroy the data on your disk.

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Network Operations Team

COMING NETWORK ATTRACTIONS BY FALL 2003

OIT is busy evaluating and testing a variety of products and technologies to make the OD network more reliable, with increased availability and to improve the overall performance of the network. These cutting-edge solutions could be in place by September of this year and we wanted to use this article to showcase a few of them.

Storage Area Network/Network attached Storage

Traditional direct attached storage (DAS) is not equipped to handle the accelerated growth of data that OD is experiencing. DAS lacks the scalability, reliability, and manageability to cost effectively meet increasing demands. The exponential growth of data and the need to store, share, and manage that data effectively has driven the selection of a data storage infrastructure. Storage Area Network/Network Attached Storage (SAN/NAS) provides a flexible, high-performance, and highly scalable storage environment. The most effective implementations of SAN/NAS systems provide a wide range of benefits and advantages over DAS, including:

- More effective use of storage resources through centralized access,
- Simplified, centralized management of storage, reducing administrative workload to save time and money,
- Increased flexibility and scalability through any-to-any storage and server connectivity,
- Improved throughput performance to shorten data backup and recovery time,
- Reduced LAN congestion due to removal of backups from production network,
- Higher data availability for business continuance through a resilient network design,
- Excellent scalability and investment protection allowing you to easily add more storage as your business needs demand,
- Superior security for storage environments, and
- Non-disruptive business operations when you add or re-deploy storage resources.

Citrix Metaframe

This remote access application would give OD users (That's you) the power to access Windows applications such as Outlook, Microsoft Office, etc, from anywhere using a computer working on different platforms such as Mac, Linux, Windows, etc, connected to the internet. Here are a few benefits of using Citrix:

- Application publishing combined with Program Neighborhood, which provides seamless, load-balanced (across server farm) access to applications,
- Web-based access to servers (with NFuse technology) with automatically downloaded and installed Java-based client software,
- Support for practically every operating system and hardware platform,
- Automatic redirection of client resources (such as local hard drives on Windows clients),
- Centralized administration of servers, printers, application and client licenses, and
- Simplified deployment of applications to multiple servers participating in a farm.

Netbotz Monitoring Appliances

The Netbotz monitoring appliance is a device that monitors environmental factors, such as temperature, humidity, and air flow. OIT is currently in the process of deploying these devices in all server rooms and LAN closets. If any of the environmental factors fall outside of their acceptable range, the Netbotz device at that location will send an alert to OIT staff. This will assist OIT in correcting the situation before network hardware suffers any damage and before any downtime is experienced on the network. In addition to helping OIT to prevent service outages, these Netbotz devices will allow OIT to save money by increasing the lifespan of existing network hardware.

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Web & Development Team

What is .Net Technology

Microsoft .NET is a set of Microsoft software technologies for connecting information, people, systems, and devices. It enables a high level of software integration through the

use of Web services – small, discrete, building-block applications that connect to each other as well as to other, larger applications over the Internet. OIT has used this technology to build the first full scale large development system here at NIH. Here are some examples of .Net technology in the OD:

- Executive Officer Website
- OIT Website
- Office of Dietary Supplements (ODS) Website
- OIT Web Library tracking system
- C-RADS indirect rate agreement tracking system (soon to be a Government wide application).

Staying on the forefront of technology is something OIT strives to maintain.
With .NET technologies, we can write small pieces of code and reuse this code to speed development; this cuts cost and consolidates our OIT application infrastructure. By combining multiple applications into various calls and components, we are writing a foundation for an eventual drag and drop programming environment to be used by all of OD.

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Committee News

The OD-ITMC and OD-ITF recently approved this new OD policy on Appropriate Home Directory Use.

OD POLICY ON APPROPRIATE HOME DIRECTORY USE

Background:

This policy's purpose is to ensure that NIH/OD IT resources are available for NIH/OD business needs by further defining existing appropriate use policies (reference HHS, NIH, & OD Appropriate Use Policies). The increasing demand on OD home directory servers has highlighted the need for all OD staff to use home directory space appropriately. This will protect OD staff, data and equipment.

Policy:

As an OD network user, you must:

- keep only NIH business related documents on your home directory (H: drive).
- manage your data appropriately to ensure that information technology resources are reliable and available.

Note: Data stored on your H: drive is secure and backed up nightly to tape (retained for four weeks).

Please follow these instructions for Appropriate Home Directory Use:

1. Store the following files on your home directory:
   - Word processing documents
   - Spreadsheets
   - PowerPoint presentations

- E-mail personal folders (i.e. personal storage (.pst) file/storage area for email messages)
- Access database files
- Other OD supported application data files
- Other data/information required for HHS/NIH and OD approved activities.

2. Do not store the following on your home directory:
   - Files not appropriate for Government computers (reference HHS, NIH, & OD Appropriate Use Policies)
   - Application programs
   - Executable files
   - Games
   - Local computer backups
   - Sound/music files that are not NIH business related
   - Picture files that are not NIH business related.

If you need assistance, please contact the NIH Help Desk.

Email – helpdesk@nih.gov
Phone number – 6-HELP (301-496-4357)
800 number – 866-319-HELP (4357)
Website – http://support.nih.gov

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How Are We Doing?

Listed below are our performance measures for the Customer Satisfaction Survey that began April 24th, 2002. If our performance falls below a ☺, an explanation of the steps being taken to improve will be provided.

Network Support.....	☺	Desktop support.....	☺
Web/Application support.....	☺	Overall OD/OIT support.....	☺

☺ = available when I need it and/or exceeded service level agreement for call resolution.
☹ = not available when I need it and/or did not meet service level agreement.

Your feedback is very important to us. It helps identify areas needing improvement and acknowledges superior service.

Customer Support Points of Contact

Levels Of Escalation:

NIH Help Desk	(301) 594-3278	CRM Team Lead	Sue O'Boyle
CIO-OD & OIT Director	David Wiszneauckas	Desktop Team Lead	Marcelo Coelho
Chief Technology Officer	William Kibby	Web & Dev Team Lead	Daniel Williams
IT Policy/ITS Budget	Angela Murphy	Network Team Lead	Minh Chau
ISSO	Antoine Jones		